

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U53

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM / Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS

Please reference CSN U53.

CUSTOMER SATISFACTION NOTIFICATION

Occupant Restraint Control Module

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2013 through 2018 Model Year RAM 1500 and RAM 2500 Pickup] vehicles.

You may have previously received notification for Safety Recall T25 (NHTSA # 17V-302) and/or Customer Satisfaction Notification T61. This campaign, U53, also repairs T25 and/or T61 for your vehicle. You only need to have the U53 remedy completed.

WHY DOES MY VEHICLE NEED REPAIRS?

The Occupant Restraint Control (ORC) module on your truck may be involved in "low information" rollover events where there is not enough information to discriminate the event at the target deployment time for the Side Air Bag Inflatable Curtain (SABIC). In these events, due to limited information at the target deployment time, the ORC may deploy only seat belt pretensioners once enough information is available to make the deployment decision.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA will update your vehicle free of charge (parts and labor). To do this, your dealer will reprogram the ORC module with new software. Updated software will deploy the SABIC in addition to the seat belt pretensioners in "low information" rollover event which previously would deploy only the seat belt pretensioners. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

TO SCHEDULE YOUR FREE REPAIR, CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[2] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.